

State of Delaware

INTERNET SERVICE PROVIDER-DTI

Request for Proposal Contract No. GSS10442-INTERNETSVC

QUESTIONS & ANSWERS

AUGUST 6, 2010

Question	Section	Question and Answer
# 1		<p>Please verify the address including suite number for the locations specified for internet access as follows:</p> <p>Internet Site #1: 401 N. Broad St 9th Floor –Switch & Data (Now Equinix) Phila, PA 19108</p> <p>Switch & Data on-site Contact: Todd Jordan 215-925-4588</p> <p>Internet Site #2: William Penn Data Center 801 Silver Lake Blvd Dover, Delaware 19904</p>
#2		<p>Would you like AT&T to provide a Managed Router with our solution? This will allow us to diagnose the internet link in the event of a failure as described here: “The key to our service is that it is managed. AT&T monitors the network 24 hours a day, seven days a week, and maintains the communications link between the customer and the AT&T network. Should a problem occur, AT&T diagnoses it and its resolution begins immediately.”</p> <p>Not pursuing a managed solution at this time.</p>

Government Support Services RFP GSS10442-INTERNETSVC - August 6,
2010 Q & A

#3		<p>Contract period as stated on page 13: Stipulates 2 year period from Nov. 1, 2010 through June 30, 2012. This is an 18 month term. Please clarify?</p> <p>Contract period is for 18 months Nov. 1, 2010 through June 30, 2012.</p>
#4		<p>As per page 17, you are required a mandatory usage report that we must supply monthly. We offer a tool which online access to traffic summary reports which track access line use as a percentage of the available bandwidth. Is this acceptable?</p> <p>No, you must agree to submit a Monthly Usage Report with the format indicated in the RFP.</p>
#5		<p>On page 37 you are request a “Remote Service Additional Option.” We can offer a VPN solution for this, but need to know how many users this solution will need to provide remote access to. Please provide a quantity of users.</p> <p>I suggest for both questions 5 & 6 they speak in broad terms about the offerings they provide. We don’t have a specific need to be filled day 1, we’re just seeking a general understanding of their capabilities / offerings.</p>
#6		<p>Will you require a Managed Firewall with the Remote Service Additional Option?</p> <p>I suggest for both questions 5 & 6 they speak in broad terms about the offerings they provide. We don’t have a specific need to be filled day 1, we’re just seeking a general understanding of their capabilities / offerings</p>
#7		<p>The RFP indicated that you would like to allow public schools and libraries to buy off of this agreement. Have you also posted a Form 465 for the Rural Health Care Program, if so what is its Form 465 Application Number? Does the state intend to offer this contract to Private Schools within the state, as well? This maybe done on the 470 assuming it is allowable under state law.</p> <p>A Form 465 has not been posted nor do we intend to post for the Rural Health Care Program. The State does not intend to offer this contract to Private Schools within the State. The Form 470 for all Public and Charter Schools</p>

Government Support Services RFP GSS10442-INTERNETSVCS - August 6,
2010 Q & A

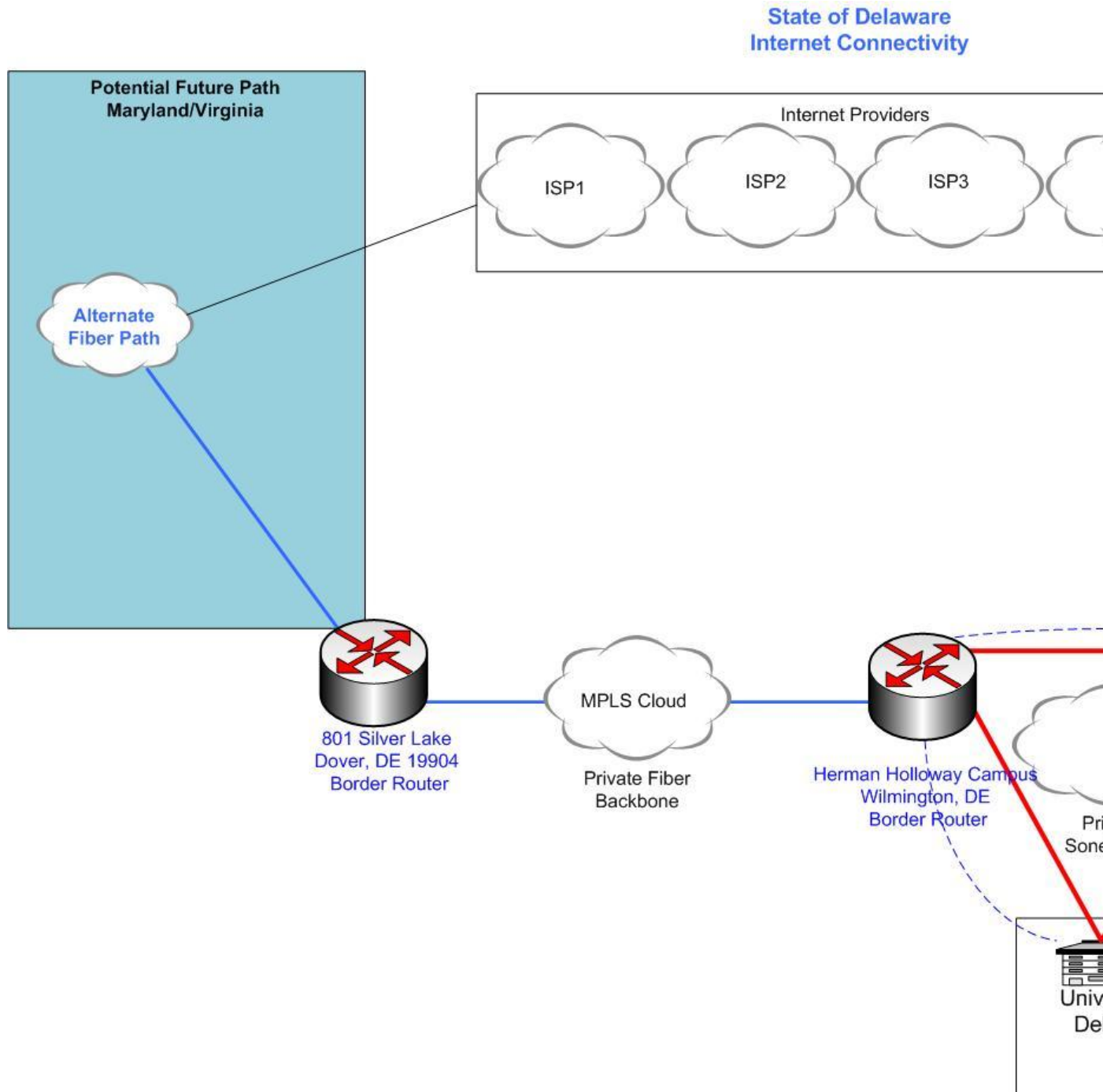
		and Libraries has been posted.
#8		Dial up is a piece of the solution, but not a required piece, is this correct? Please see Addendum 2
#9		The dial up solution is just allowing dial up into 401 N. Broad or the William Penn Data Center? Please see Addendum 2
#10		Or is it the dial up accessing the William Penn Data Center and then riding the gig circuit back to 401 for internet access? Please see Addendum 2
#11		Is there any historical data to support the use of dialup, # of people dialing in, usage reports etc? Spend data and usage reports can be found on our website www.gss.omb.delaware.gov
#12		Are you asking us to price out POTS lines for use throughout the state to access the internet? Please see Addendum 2
#13		What is the actual address for the William Penn Data Center? 801 Silver Lake Blvd. Dover, DE 19904
#14		Is the state looking for transport from William Penn to 401 N. Broad or just a connection to the internet at 401 N. Broad? 401 N. Broad is required. The William Penn connection would be added for redundancy.
#15		Two potential site address for circuit delivery are listed, which site is preferable? 401 N. Broad is required. The William Penn connection would be added for redundancy.
#16		What is “usable” speed requested – 470 Form lists 300 Mbps / RFP lists 100 Mbps with GIG-E handoff. Form 470 restates the current invoice language from XO Communications billing to DTI and it also refers to the RFP for more detailed description of services being sought. If these 2 documents conflict, the RFP takes

		precedence over any Form 470 as the State Master Contract foundation document.
#17		What is the speed today? 300 Mbps
#18		Vendor (s) today? XO Communication and Internap.
#19		Where/How is the service being delivered today? – If service is delivered to the Philadelphia site how is service transported back to DE? And to what facility is DE? Speed? Privately owned sonnet ring.
#20		Can a logical map of network/connections be made available? Attached
#21		MRC costs today for both IP bandwidth and transport (Philadelphia to DE)? Spend data and usage reports can be found on our website www.gss.omb.delaware.gov
#22		Would customer welcome quote for “transport” costs from Philadelphia to DE? This is up to the respondent. We don’t intend to seek alternative transport in the foreseeable future.
#23		Comcast may need to conduct a fiber site survey of required facilities- who can coordinate this scheduling (Need name/e-mail/phone) Colleen Gause Colleen.Gause@state.de.us 302-739-9644
#24		Can page 45 (NON_COLLUSION STATEMENT) be made available in Word Format so that we may complete form? You may download a Word Version of the RFP from www.gss.omb.delaware.gov .
#25	Pg 14 #6	While AT&T is open to contract negotiations, this requirement would be very hard for us to implement or agree to as it is written. Our question is that if AT&T's response does not agree to this, will we be deemed to be "unresponsive" and disqualified? EXCEPTIONS: Offerors may elect to take minor exception to the terms

		<p>and conditions of this RFP. Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but Government Support Services shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of offerors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening.</p>
#26	Pg. 15 #13	<p>What is meant by "detailing the purchasing" regarding the Usage Report requirement.</p> <p>This is standard language in all RFP's, for this requirement you would only need to report the total spend for the State of Delaware.</p> <p>What information will needed to be provided by department or organization?</p> <p>You will not have to report by department or organization.</p>
#27	Pg 37 Remote Service Addt'l Option	<p>Based on the V.90 and V92 Standards you describe, are you requesting a Remote Dial Up Solution only? (As opposed to a VPN Solution)</p> <p>If so, do you have a Modem Bank (or concentrator of some kind) at the host site?</p> <p>Dial up option has been retracted.</p>
#28		<p>Is inside wiring required to get from demarc to equipment?</p> <p>In Philadelphia you must be within 401 N. Broad and connect via meet me -In 801 Silver Lake no wiring needed</p>
#29		<p>If so, is a quote needed or will it be client provided?</p> <p>In William Penn N/A. –In 401 N. Broad provide your equipment location/suite/rm/floor</p>
#30		<p>Is a Tier One provider required?</p> <p>Not necessary, but peering arrangements and capacities should be provided</p>
#31		<p>Does client require a connection from William Penn to Broad Street to serve as a BCS(business continuity service) if service goes out at William Penn?</p> <p>Connectivity from William Penn is optional. This</p>

Government Support Services RFP GSS10442-INTERNETSVC - August 6,
2010 Q & A

		connectivity would be via a path south of PA and terminate in an alternate location
#32		If so, at what bandwidth? Handoff speed 100 or 1000 w/ actual usage 300-500Mb
#33		Do they need a router or is it to be included with quote? No router needed
#34		Will the client be interested in additional services such as web hosting, disaster recovery, teleconferencing, videoconferencing, Internet security, or intrusion detection? Please see Page 23, Changes. List additional services available, but this purchase will only be for Internet access.



Government Support Services RFP GSS10442-INTERNETSVC - August 6,
2010 Q & A